

May 2022

**Paragon Housing Association Limited**

**Person Specification**

<b>Job Title:</b>	<b>Grade:</b>
Assistant Tenancy Management Officer	EVH Grade 6
<b>Skills &amp; Abilities:</b>	<b>Requirement</b>
Able to work in fast paced ,busy environment and deal with competing demands	Essential
Confident manner in dealing with people including handling complex enquiries	Essential
Able to produce a high standard of written work	Essential
Ability to collect, interpret data, produce reports and make decisions based on findings	Essential
Ability to meet critical deadlines	Essential
Able to plan and manage own workload	Essential
Able to work on own initiative	Essential
Flexibility of approach to duties and workload	Essential
Good communication skills	Essential
Effective debt recovery skills	Essential
Able to work effectively with mobile technology	Essential
Awareness of issues around equalities and comply with the required legislation / policy	Essential
Awareness of issues around confidentiality and comply with the required legislation / policy	Essential

May 2022

<b>Experience:</b>	
Experience in working with tenants / owners / representative groups	Desirable
Experience in working with housing management functional system	Essential
Experience in social housing environment	Desirable
Experience in working with policy & procedures	Essential
<b>Knowledge:</b>	
Knowledge of tenancy legislation	Essential
Knowledge of factoring legislation	Essential
Confident in use of Microsoft Office products- particularly Excel , Word and Outlook	Essential
Familiar with IOS software operation and mobile working technology	Desirable
<b>Training &amp; Qualifications:</b>	
Educated to H Grade	Essential <sup>1</sup>
Relevant further educational or professional qualification	Desirable
Formal Training in use Microsoft Office products	Desirable
<b>Other:</b>	
Driving licence	Essential

---

<sup>1</sup> Note may disregard if relevant educational or professional qualification held